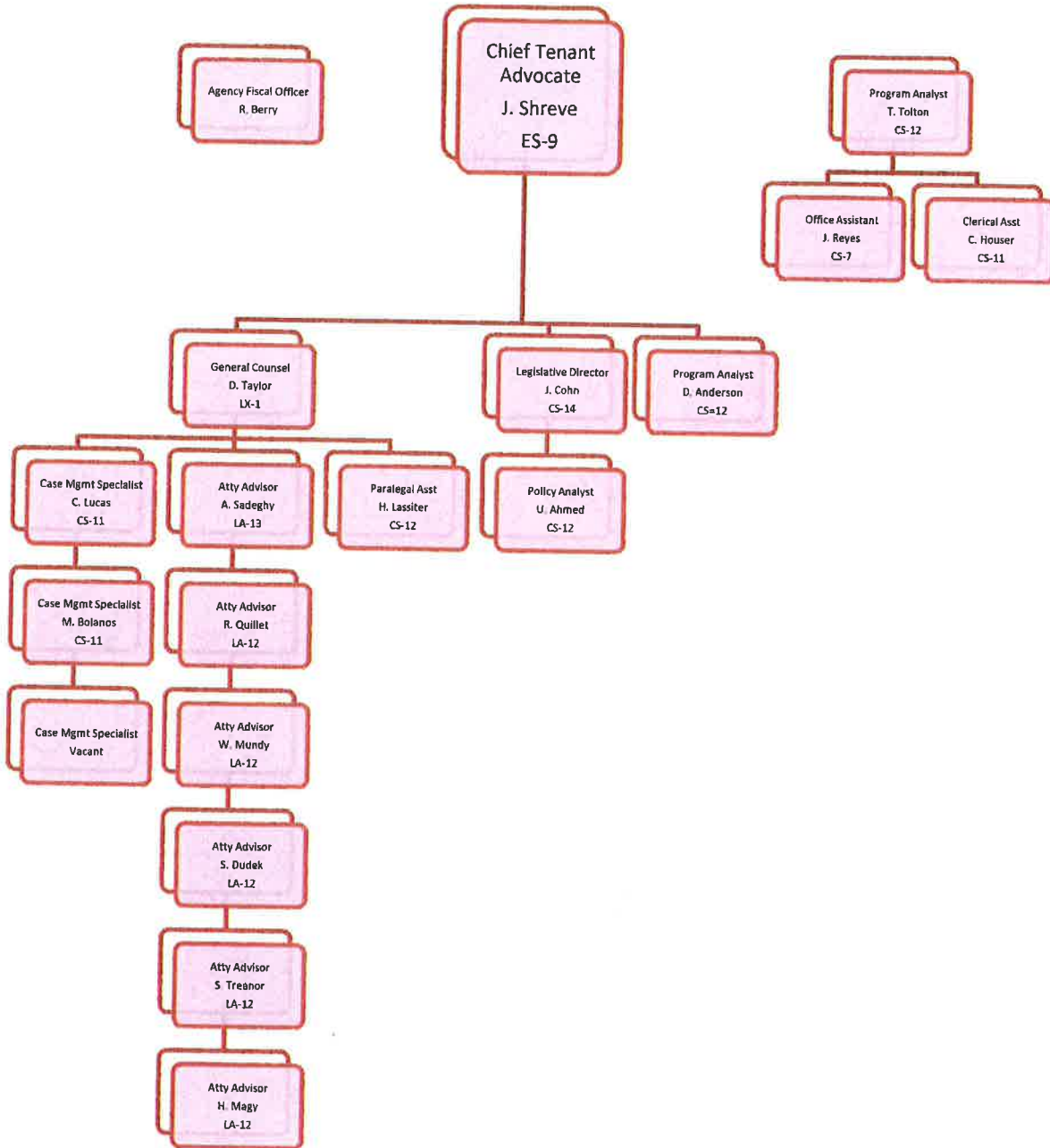


OFFICE OF THE TENANT ADVOCATE

 PUTTING PEOPLE FIRST.



Posn Nbr	Title	Name	Hire Date	Vac Stat	FTE	Grade	Step	Salary	Fringe	Prgm	F/P Time	Reg/Temp/Term	Sal Plan	CBU	Serv CD	Sched ID
00038614	Chief Tenant Advocate	Shreve, Johanna E	4/18/2006	F	1	9	0	156,502	40,847	1090	F	Reg	XS0001	XAA	A80	A80
00040493	Program Analyst	Tolton, Tameia D	5/12/2008	F	1	12	7	83,443	21,779	1090	F	Reg	DS0087	XAA	A01	A01
00046612	Program Support Assistant	Reyes, Jocelyn	5/31/2016	F	1	7	1	39,063	10,195	1090	F	Term	DS0087	XAA	A01	A01
					3			279,008	72,821	1090 - Performance Management Total						
3000 - Legal Representation Program																
00040494	Attorney Advisor	Treanor, Sean B.	5/16/2016	F	1	12	2	82,472	21,525	3015	F	Reg	LA0001	XAA	LBR	LBR
00040495	Attorney Advisor	Quillet, Ramona	9/10/2012	F	1	12	7	95,782	24,999	3015	F	Reg	LA0001	XAA	A35	A35
00040544	Attorney Advisor	Magy, Harrison	5/16/2016	F	1	12	1	79,810	20,830	3015	F	Term	LA0001	XAA	LBR	LBR
00046152	Attorney Advisor	Sadeghy Amir, M	10/25/2010	F	1	13	6	110,730	28,901	3015	F	Reg	LA0001	XAA	A35	A35
00046357	Supv Attorney Advisor	TAYLOR, DENNIS M	12/12/2005	F	1	1	0	115,721	30,203	3015	F	Reg	LX0001	XAA	A34	A34
00047146	Attorney Advisor	Mundy, William Zachariah	2/25/2013	F	1	12	5	90,458	23,610	3015	F	Reg	LA0001	XAA	A35	A35
00048144	Program Support Specialist	Houser, Cynthia B	4/7/2014	F	1	11	3	60,506	15,792	3015	F	Reg	DS0087	XAA	LBR	LBR
00077241	Attorney Advisor	Dudek, Stephen	5/16/2016	F	1	12	2	82,472	21,525	3015	F	Reg	LA0001	XAA	A35	A35
					8			717,951	187,385	3015 - In-House Legal Representation Total						
00047353	Paralegal Specialist	Lassiter, Horace A	1/5/2009	F	1	12	5	79,077	20,639	3020	F	Reg	DS0087	XAA	A01	A01
					1			79,077	20,639	3020 - Legal Hotline Total						
4000 - Policy Advocacy Program																
00046153	Legislative Officer	COHN, JOEL M	4/8/2005	F	1	14	8	117,267	30,607	4010	F	Reg	DS0087	XAA	A01	A01
00085624	Legislative and Regulatory Ana	Ahmed, Umar	11/16/2015	F	1	11	2	58,679	13,339	4010	F	Reg	DS0087	XAA	LBR	LBR
					2			175,946	43,946	4010 - Policy Advocacy Total						
5000 - OTA Educational Institute Program																
00040492	Program Analyst	Anderson, Delores J	10/30/2006	F	1	11	9	71,468	18,553	5010	F	Reg	DS0087	XAA	A01	A01
					1			71,468	18,553	5010 - OTA Educational Institute Total						
8000 - Case Management Administration and Community Outreach Program																
					V			56,851	14,838	8010	F	Reg	DS0087	XAA	A01	A01
00043832	Program Support Specialist	Lucas, Christopher	7/24/2006	F	1	11	6	65,987	17,223	8010	F	Reg	DS0087	XAA	A01	A01
00047122	Program Support Specialist	Bolanos, Manuel R	9/2/2008	F	1	11	6	65,987	17,223	8010	F	Reg	DS0087	XAA	A01	A01
					3			188,825	49,283	8010 - Case Management Administration Total						
					18			1,512,274	392,727	Grand Total						

OFFICE OF THE CHIEF FINANCIAL OFFICER
 OFFICE OF THE TENANT ADVOCATE
 FY 2016 BUDGET VS. EXPENDITURES

QUESTION NO. 12

Program Code Title	Approp Bal	Expend Bal	Variance	Description
1000 - ADMINISTRATIVE SERVICES				
Personnel Services	387,180	391,830	(4,650)	Overtime cost incurred throughout the year and for the agency's Annual Tenant Summit;
Non-Personnel Services	284,500	240,049	44,451	Reduced spending for the Intranet Quorum Operational system
Total 1000 - Administrative Services	671,680	631,879	39,801	
3000 - LEGAL REPRESENTATION				
Personnel Services	684,031	691,087	(7,056)	Salary cost exceeded approved budget; overtime incurred throughout the year and for the agency's Annual Tenant Summit
Non-Personnel Services	284,600	283,626	974	
Total 3000 - Legal Representation	968,631	974,713	(6,082)	
4000 - POLICY ADVOCACY PROGRAM				
Personnel Services	178,584	184,554	(5,970)	Salary cost exceeded approved budget - step increase
Total 4000 - Policy Advocacy Program	178,584	184,554	(5,970)	
5000 - OTA EDUCATIONAL INSTITUTE				
Personnel Services	85,032	85,456	(424)	Overtime cost incurred throughout the year and for the agency's Annual Tenant Summit;
Non-Personnel Services	24,500	22,315	2,185	Reduced spending for computers and equipment
Total 5000 - OTA Educational Institute	109,532	107,771	1,761	
6000 - EMERGENCY HOUSING				
Non-Personnel Services	745,764	713,726	32,038	Emergency Housing spending for hotel accommodations; moving and storage
Total 6000 - Emergency Housing	745,764	713,726	32,038	
8000 - CASE MNGT ADM AND COMM OUTREACH				
Personnel Services	170,224	169,553	671	Reprogramming to non-personnel services (1 vacant position)
Non-Personnel Services	75,000	75,000	0	
Total 8000 - Case Mngt Adm and Comm Outreach	245,224	244,553	671	
Grand Total	2,519,415	2,857,196	62,219	

Program Code Title	Approp Bal	Act Encumbrance Bal	Expend Bal	Pre-Encumbrances, Encumbrances and Expenses	Available Balance
1000 - ADMINISTRATIVE SERVICES					
Personnel Services	362,073.13	0.00	124,293.75	124,293.75	237,779.38
Non-Personnel Services	100,500.00	18,000.00	2,489.84	20,489.84	80,010.16
	462,573.13	18,000.00	126,783.59	144,783.59	317,789.54
Program Code Title	Approp Bal	Act Encumbrance Bal	Expend Bal	Pre-Encumbrances, Encumbrances and Expenses	Available Balance
3000 - LEGAL REPRESENTATION					
Personnel Services	984,643.01	0.00	330,023.97	330,023.97	654,619.04
Non-Personnel Services	294,600.00	258,546.26	1,053.30	259,599.56	35,000.44
	1,279,243.01	258,546.26	331,077.27	589,623.53	689,619.48
Program Code Title	Approp Bal	Act Encumbrance Bal	Expend Bal	Pre-Encumbrances, Encumbrances and Expenses	Available Balance
4000 - POLICY ADVOCACY PROGRAM					
Personnel Services	236,584.15	0.00	70,053.03	70,053.03	166,531.12
	236,584.15	0.00	70,053.03	70,053.03	166,531.12
Program Code Title	Approp Bal	Act Encumbrance Bal	Expend Bal	Pre-Encumbrances, Encumbrances and Expenses	Available Balance
5000 - OTA EDUCATIONAL INSTITUTE					
Personnel Services	90,121.92	0.00	28,352.41	28,352.41	61,769.51
Non-Personnel Services	15,000.00	0.00	0.00	0.00	15,000.00
	105,121.92	0.00	28,352.41	28,352.41	76,769.51
Program Code Title	Approp Bal	Act Encumbrance Bal	Expend Bal	Pre-Encumbrances, Encumbrances and Expenses	Available Balance
6000 - EMERGENCY HOUSING					
Non-Personnel Services	545,935.79	25,000.00	426,000.00	451,000.00	94,935.79
	545,935.79	25,000.00	426,000.00	451,000.00	94,935.79
Program Code Title	Approp Bal	Act Encumbrance Bal	Expend Bal	Pre-Encumbrances, Encumbrances and Expenses	Available Balance
8000 - CASE MNGT ADM AND COMM OUTREACH					
Personnel Services	238,108.00	0.00	60,550.89	60,550.89	177,557.11
Non-Personnel Services	115,000.00	0.00	0.00	0.00	115,000.00
	353,108.00	0.00	60,550.89	60,550.89	292,557.11
	2,982,566.00	301,546.26	1,042,817.19	1,344,363.45	1,638,202.55

OTA is on target to spend their FY 2017 Budget and does not foresee any spending pressures or budget shortfalls.

OFFICE OF THE CHIEF FINANCIAL OFFICER
OFFICE OF THE TENANT ADVOCATE
BUDGET BY PROGRAM AND ACTIVITY

Program Code & Title	Activity	Activity Code	FY 2016 Approved Budget	FY 2017 Approved Budget
1000 - Agency Management	Language Access	1087	15,000	15,000
	Performance Management	1090	531,680	447,573
	Sub-Total		546,680	462,573
3000 - Legal Representation	In-House Legal Representation	3015	766,817	889,527
	Legal Hotline	3020	88,814	99,716
	Legal Service Providers	3030	300,000	290,000
	Sub-Total		1,155,631	1,279,243
4000 - Policy Advocacy	Policy Advocacy	4010	236,584	236,584
	Sub-Total		236,584	236,584
5000 - OTA Educational Institute	OTA Educational Institute	5010	115,032	105,122
	Sub-Total		115,032	105,122
6000 - Emergency Housing Assistance	Emergency Housing	6010	545,764	545,936
	Sub-Total		545,764	545,936
8000 - Case Management Administration & Community Outreach	Case Management Admin	8010	232,724	238,108
	Community Outreach	8020	75,000	115,000
	Sub-Total		307,724	353,108
Grand Total		2,907,415	2,982,566	

FY 16 Contracts

Vendor Name	Description	PO Amount	Amount Spent	Contract Bid	Agency Contract Monitor	Funding Source
Comprehensive Language Ce	Interpretation/Translation	\$ 10,000.00	\$ 2,343.13	Yes	OCP	Local
West Publishing Corporation	Legal Reference	\$ 3,675.36	\$ 3,499.56	No	OCP	Local
Jamil Zouaoui	Attorney	\$ 60,000.00	\$ 60,000.00	No	OCP	Local
Legal Council for the Elderly	Attorney	\$ 85,000.00	\$ 85,000.00	No	OCP	Local
Capital Services	Emer. Moving and Storage	\$ 50,000.00	\$ 49,894.03	No	OCP	Local
Capital Services	Office Supplies	\$ 10,500.00	\$ 10,345.22	Yes	OCP	Local
DC Law Students in Court	Attorney	\$ 60,000.00	\$ 60,000.00	No	OCP	Local
Compass Group USA/ Kellogg	Tenant Summit Venue	\$ 75,139.00	\$ 75,139.00	No	OCP	Local
Legal Aid Society	Attorney	\$ 50,000.00	\$ 50,000.00	No	OCP	Local
Dell Computer Corp	Computers	\$ 19,861.11	\$ 15,489.41	Yes	OCP	Local
DigiDocs Inc.	Printers	\$ 24,091.44	\$ 24,091.44	Yes	OCP	Local
WJLA-TV	Advertising/Integrated Media	\$ 43,500.00	\$ 42,295.00	Yes	OCP	Local
Lockheed Martin	System Upgrade, Enhancemer	\$ 33,381.88	\$ 9,458.15	Yes	OCP	Local

FY 17 Contracts

Vendor Name	Description	PO Amount	Amount Spent	Contract Bid	Agency Contract Monitor	Funding Source
Comprehensive Language Ce	Interpretation/Translation	\$ 10,000.00		Yes	OCP	Local
West Publishing Corporation	Legal Reference	\$ 4,255.56	\$ 709.30	No	OCP	Local
Jamil Zouaoui	Attorney	\$ 60,000.00		No	OCP	Local
Legal Council for the Elderly	Attorney	\$ 85,000.00		No	OCP	Local
Capital Services	Emer. Moving and Storage	\$ 25,000.00		No	OCP	Local
Ink Systems LLC	Office Supplies	\$ 8,000.00		Yes	OCP	Local
DC Law Students in Court	Attorney	\$ 60,000.00		No	OCP	Local
Legal Aid Society	Attorney	\$ 50,000.00		No	OCP	Local

HUD Provides Guidance on Implementing Smoke-Free Public Housing Rule

HUD published Notice PIH-2017-03 providing guidance to public housing agencies (PHAs) regarding instituting and enforcing smoke-free policies in public housing, as required by a final rule issued on December 5, 2016 (see *Memo*, 12/5/16). PHAs must design and implement a policy barring the use of prohibited tobacco products in all public housing units, interior common areas, and outdoor areas within 25 feet of public housing and administrative office buildings (collectively referred to as “restricted areas”).

The guidance strongly encourages PHAs to engage with residents early in the development of smoke-free policies and to work with resident councils. HUD also encourages PHAs to post signs about their new smoke-free policy. If PHAs do post signs, they must be accessible to all residents and visitors (including persons with disabilities) and must be in multiple languages consistent with HUD’s guidance on Limited English Proficiency. PHAs are also encouraged to use various communication methods, such as letters, flyers, and seminars, to share this information. The Notice also encourages PHAs to provide residents with information on smoking cessation assistance.

According to the Notice, PHAs are required to amend individual resident leases. All residents must sign the lease amendment as a condition of their continuing occupancy. Lease amendments should note the availability and location of any designated smoking areas. The guidance encourages PHAs to include information in the lease amendment about what the PHA will do regarding residents with disabilities who smoke and request a reasonable accommodation. HUD also suggests the lease amendment identify which actions would be considered a violation of the PHA’s smoke-free policy.

Although the rule does not require designated smoking areas (DSAs), PHAs may provide them outside of restricted areas. DSAs may include partially enclosed structures and should include appropriate seating, shade, and adequate lighting. DSAs must be accessible to persons with disabilities by way of flat or paved pathways and/or ramps or other accommodations.

The use of e-cigarettes, formally referred to as Electronic Nicotine Delivery Systems (ENDS), is not prohibited. The Notice states, however, that research shows the aerosol exhaled by e-cigarette users contains nicotine and potentially harmful ingredients, but generally at much lower levels than tobacco smoke. The guidance indicates that PHAs have the flexibility to prohibit e-cigarettes in all developments and common areas, or PHAs may allow the use of e-cigarettes within someone’s unit but prohibit them in common areas. The notice reminds PHAs that residents should always be considered prior to adopting stricter smoke-free policies than required by the rule.

The Notice provides considerable guidance regarding the required PHA enforcement and monitoring of their smoke-free policies. When enforcing a lease, the guidance states that PHAs must provide residents with due process and allow residents to exercise their right to an informal settlement process and a formal hearing. The Notice declares that PHAs may not evict someone for a single incident of smoking. Rather, the Notice encourages PHAs to adopt a graduated enforcement approach that includes escalating warnings along with educating the resident and providing smoking cessation resources or referrals before pursuing eviction. HUD states that terminating someone’s tenancy and evicting them should be a last resort.

CUSTOMER SATISFACTION SURVEY

	Strongly Disagree---Strongly Agree
Did you feel welcome when you walked into our office?	1 2 3 4 5
Did you have to wait to be seen? If so, how long? _____	Yes ___ No ___
Did the Case Mgmt Specialist or Attorney Advisor review your intake form with you?	1 2 3 4 5
Were you asked in a friendly manner to identify your issue(s)?	1 2 3 4 5
Did the Case Mgmt Specialist or Attorney Advisor ask appropriate follow up questions?	1 2 3 4 5
Did the Case Mgmt Specialist or Attorney Advisor promptly and clearly answer your questions?	1 2 3 4 5
Did the Case Mgmt Specialist or Attorney Advisor complete an Action Form and were you given a copy?	1 2 3 4 5
Was your issue resolved or were you referred to an outside attorney?	1 2 3 4 5
Do you feel like you received quality service at the OTA?	1 2 3 4 5
Will you refer friends and family to visit our office for assistance?	1 2 3 4 5

Tenant Name

Email Address

Date

Case Management Specialist

Manuel Bolanos
Christopher Lucas

Attorney Advisors

Stephen Dudek
Harrison Magy
William "Zac" Mundy
Ramona Quillet
Amir Sadeghy
Sean Treanor

**Please return the completed survey to the receptionist on your way out of the office.
Thanks for your participation!! We truly appreciate your cooperation.**

QUESTIONS FOR PERFORMANCE OVERSIGHT HEARING

I. Agency Operations and Personnel

1. Please provide a complete, up-to-date organizational chart for each division within the agency including, either attached or separately, an explanation of the roles and responsibilities for each division and subdivision.
 - a. Please include a list of the employees (name and title) for each subdivision and the number of vacant positions;
 - b. Please include a job description for each category of employee;

Response: See “Organizational Chart” attached for a & b

- c. Please provide a narrative explanation of any organizational changes made during the previous year;

Response: No changes made during the previous year

- d. Please describe the major functions and responsibilities of each division and subdivision of the agency.

Response: The OTA has four major programmatic divisions.

- i. Legal Division: advises tenants on resolving disputes with landlords, identifies legal issues and the rights and responsibilities of tenants and landlords, and provides legal and technical assistance for further action such as filing tenant petitions; provides in-house representation for tenants in certain cases, and refers other cases to pro bono or contracted legal service providers and attorneys.
 - ii. Policy Division: works with other governmental and non-governmental officials and entities, including the DC Council, the Mayor’s office, executive agencies, the courts, tenant stakeholders, advocates, and others, to identify and fill gaps in the District’s tenant protections in the legislative, regulatory, and judicial arenas.
 - iii. Tenant Education Institute: conducts educational seminars in a variety of contexts to inform tenants about their rights and other rental housing concerns.
 - iv. Emergency Housing Assistance Program: provides financial assistance for certain emergency housing and relocation expenses to tenants displaced by fires, floods, properties having been closed by the government, or other unanticipated emergencies.
2. Please provide a complete, up-to-date position listing, in Excel spreadsheet format, for the agency, by program and activity, which includes the following information:
 - a. Title of position;
 - b. Name of employee or status of position;
 - c. Date employee began in position;
 - d. Salary and fringe, including the specific grade, series, and step of position; and
 - e. Job status (continuing/term/temporary/contract)

Response: See attached Attachment # 2 OTA Schedule A

3. Please explain when and by whom was the most recent staff evaluation conducted?

Response: Director Shreve conducted the most recent staff evaluation in July 2016.

4. Please provide the number of FY17 full-time equivalents (FTEs) for the agency, broken down by program and activity.

Response: See table below:

FY 17 FTEs by Program and Activity	
Program	FTE
1000 - Agency Management	
1090 - Performance Management	3
3000 - Legal Representation	
3015 - In-House Legal Representation Total	8
3020 - Legal Hotline Total	1
4000 - Policy Advocacy	
4010- Policy Advocacy Total	2
5000 - OTA Educational Institute	
5010 - OTA Educational Institute Total	1
8000 - Case Mngt Adm and Comm Outreach	
8010 - Case Management Administration Total	3
Grand Total	18

a. Please provide the number of vacancies at the close of FY16, by program and activity, and current vacancy information.

Response: 1 vacancy; position is on budget hold to reprogram funds to non-personnel services for marketing

b. For each vacant position, please note how long the position has been vacant and whether or not the position has since been filled.

Response: 1 vacant position; vacant since July 10, 2015

c. How many vacancies within the agency were posted during FY16 and FY17, to date? How many were filled during FY16 and FY17, to date?

Response: See table below

Vacancies

	Posted	Filled
FY 2016	2	4
FY 2017	0	0

5. Please provide the salary for the top 10 earners in the administrative staff and the top 10 earners in the managerial staff. Managerial staff members are those who direct or supervise another employee or a significant component of a project.

Response: See table below

Administrative Staff	Salary	Managerial Staff	Salary
T. Tolton	\$ 83,443	J. Shreve	\$ 156,502
C. Houser	\$ 60,506	J. Cohn	\$ 117,267
J. Reyes	\$ 39,063	D. Taylor	\$ 115,721

6. Please provide the average salary for administrative and managerial staff.

Response:

Average salary for administrative staff - \$61,004

Average salary for managerial staff - \$129,830

7. Please provide a list of the top 15 overtime earners.

Response: See tables below

FY 2016 Overtime		
Name	Overtime Hours	Amount
Anderson, Delores J Total	34	1,517.46
Bolanos, Manuel R Total	38	1,709.15
Houser, Cynthia B Total	28	961.27
Lassiter, Horace A Total	18	891.79
Lucas, Christopher Total	14	620.93
Reyes, Jocelyn Total	3	82.05
Tatum, Regina Total	10	320.75
Tolton, Tamela D Total	44	2,065.00
Grand Total	189	8,168.40

FY 2017 Overtime		
Name	Overtime Hours	Amount
Ahmed,Umar Total	16	544.12
Anderson,Delores J Total	8	266.87
Bolanos,Manuel R Total	17	747.53
Houser,Cynthia B Total	12	508.35
Lassiter,Horace A Total	16	738.21
Lucas,Christopher Total	8	369.61
Reyes,Jocelyn Total	10	273.51
Tolton,Tamela D Total	13	704.59
Grand Total	100	4,152.79

8. What is the total number and percentage of employees that are District residents within the agency? Please describe the methods used by the agency to increase the hiring of District residents.

Response: We have 9 out of 17 (53%) employees that are District residents working for the OTA. We rely on DCHR to select the highest qualified applicants to fill our positions and DCHR gives District resident applicants preferential consideration.

9. Please list all employees detailed to or from the agency, if any. Please provide the reason for the detail, the date of detail, and the projected date of return.

Response:

10. Please provide the Committee with:

Response:

- a. A list of all employees who receive cell phones, personal digital assistants, iPads, or similar communications devices at agency expense;
- b. A list of all vehicles owned, leased, or otherwise used by the agency and to whom the vehicle is assigned;
- c. A list of employee bonuses or special award pay in FY16 and FY17, to date;
- d. A list of travel expenses, arranged by employee; and

Response: See chart below

INITIATIVE	Detailed description of the program
A List of all employees who receive cell phones, iPads, or similar communication devices at agency expense	Cell phones: Cynthia Houser; Dennis Taylor; William Mundy; Delores Anderson; Horace Lassiter; Ramona Quillet; Christopher Lucas; Manuel Bolanos; Umar Ahmed; Harrison Magy; Stephen Dudek; Sean Treanor

A list of all vehicles owned, leased, or otherwise used by the agency and to whom the vehicle is assigned	NA
A list of employee bonuses granted in FY16 and FY17, to date	NA
A list of travel expenses, arranged by employee	NA
A list of the total overtime and workman's compensation payments paid in FY16 and FY17, to date.	See question #7 above for FY16 & FY17 overtime; workman's compensation NA

11. Please describe the agency's performance measurement activities, including:

a. A list of performance measures used by the agency;

Response:

- Percent of tenant intake cases resolved
- Percent of households eligible for housing assistance for whom OTA made emergency housing available within 24 hours, if funding was available
- Number of rental housing case abstracts to be included in database
- Percent of identified tenant associations to be represented in tenant summit

b. The procedures used to review and act on results;

Response: The Chief Tenant Advocate meets with the General Counsel and Legislative Director to review the results and assess any appropriate adjustments.

c. All staff and resources dedicated to performance measurement;

Response: The Director, the Legislative Director, the General Counsel, the Intake Specialist, and the Performance Analyst.

d. The goals and actual results for those performance measures in FY16 and an explanation of any variance between goals and results.

Response:

Measure	Goal	Actual
Percent of tenant intake cases resolved	89%	100%
Percent of households eligible for housing assistance for whom OTA made emergency housing available within 24 hours, if funding was available	90%	100%
Number of rental housing case	255	258

abstracts to be included in database		
Percent of identified tenant associations to be represented in tenant summit	50%	81.4%

II. Budget

12. Please provide a chart showing the agency’s approved budget and actual spending, by program, for FY16 and FY17, to date. In addition, please describe any variance between fiscal year appropriations and actual expenditures for FY16 and FY17, to date.

Response: See attachment for “Question No. 12” (“Budget vs. Expenditures”)

13. Please provide the budget allocation for each division and sub-division of the agency.

Response: See attachment for “Question No. 13” (“Budget by Program and Activity”)

14. Please list any re-programmings, in or out, which occurred in FY16 or FY17, to date. For each reprogramming, please list the total amount of the reprogramming, the original purposes for which the funds were dedicated, and the reprogrammed use of funds.

Response: See table below

Reprogrammings		
FY 2016		
Amount	Original Purpose	Reason
\$165,000	Personnel Services	Marketing for Annual Tenant Summit and build out of office space for new employees.
\$200,000		Reprogrammed into OTA from the Contingency Reserve Fund for emergency hotel accommodations.
(\$188,000)		Funds transferred to PAYGO for various projects
FY 2017		
Amount	Original Purpose	Reason
N/A		

15. Please provide a complete accounting for all intra-District transfers received by or transferred from the agency during FY16 or FY17, to date.

Response: See table below

FY 2016			
OTA Buyer			
Agencies	MOU Value	Amount Transferred	Description
OTA/Office of Disability Rights (JR0)	\$ 460.00	\$ 460.00	Sign language interpretation services.
OTA/Dept. of General Services (AM0)	\$ 135,850.00	\$ 128,850.00	Transfer of funding from OTA to DGS for tenant improvements located at 2000 14th St, NW, Suite 300-N
OTA Seller			
Agencies	MOU Value	Amount Transferred	Description
n/a	n/a	n/a	n/a

FY 2017			
OTA Buyer			
Agencies	MOU Value	Amount Transferred	Description
n/a	n/a	n/a	n/a
OTA Seller			
Agencies	MOU Value	Amount Transferred	Description
n/a	n/a	n/a	n/a

16. Please identify any special purpose revenue accounts maintained by, used by, or available for use by the agency during FY16 or FY17, to date. For each account, please list the following:

- a. The revenue source name and code;
- b. The source of funding;
- c. A description of the program that generates the funds;
- d. The amount of funds generated by each source or program in FY16 and FY17, to date; and
- e. Expenditures of funds, including the purpose of each expenditure, for FY16 and FY17, to date.

Response: OTA does not have any special purpose revenue accounts.

17. Please provide a list of all projects for which the agency currently has capital funds available. Please include the following:

- a. A description of each project;
- b. The amount of capital funds available for each project;
- c. A status report on each project, including a timeframe for completion; and

d. Planned remaining spending on the project.

Response: OTA does not have capital funds.

18. Please describe the agency's efforts to utilize federal funding sources and other alternative funding sources.

Response: OTA does not utilize federal funds or make an effort to obtain federal funds.

III. Contracting and Procurement

19. Please list, **in Excel spreadsheet format**, each contract, procurement, lease, and grant ("contract") awarded, entered into, extended and option years exercised, by the agency during FY16 and FY17, to date. For each contract, please provide the following information, where applicable:

- a. The name of the contracting party;
- b. The nature of the contract, including the end product or service;
- c. The dollar amount of the contract, including budgeted amount and actually spent;
- d. The term of the contract;
- e. Whether the contract was competitively bid or not;
- f. The name of the agency's contract monitor and the results of any monitoring activity; and
- g. Funding source

Response: See attached "Question No. 19" ("FY 16 Contracts")

20. Please provide a list of all MOUs currently in place, all MOUs entered into within the last year, and any MOUs planned for the coming year.

Response: Not applicable

21. Please describe the steps taken by the agency to provide oversight and management for contracts. Specifically, how does the agency ensure that its programmatic needs are being met and contracting actions are standardized across various programs?

Response: The OTA does not have contracting authority. We rely on OCP to provide our agency with proper oversight and management of contracts.

22. What percentage of contracts and total contracting budget at the agency was awarded to local, small, and disadvantaged business enterprises in FY16 and FY17, to date? What is the agency doing, if anything, to improve this rate?

Response: In FY 16, a total of 4 out of 16 of our contracts were awarded to local, small and disadvantaged business enterprises, which equals 25% of our contracts. In FY17, as of today, 3 out of 8 of the agency's contracts have been awarded to local, small and disadvantaged business enterprises, which equals 38% of our contracts. The OTA's FY 16 adjusted approved expendable budget was \$66,353.89 and the agency's actual SBE expenditure (\$38,811.87) was 116.98 percent of the adjusted approved goal (\$33,176.94).

IV. Studies, Publications, Audits, Investigations, and Lawsuits

23. Provide a list of all studies, research papers, and analyses the agency prepared or contracted for or plans to prepare or contract for during FY16 and FY17, to date. State the status and purpose of each study.

Response: As a part of its Annual Report, the agency provides updated data each year regarding housing provider petitions filed under the District's rent control law (D.C. Official Code sec. 42-3502.10, .11, .12, .14 & .15). The annual updates supplement a March 2014 agency report entitled "The Impact of Housing Provider Petitions on the Affordability of Rent Control Units in the District of Columbia: A Preliminary Report." That report included an overview of the process for each type of petition pursuant to which a housing provider may secure approval for rent increases exceeding the standard annual rent increase; and a list of policy problems and solutions associated with each type of petition. The OTA also provides legislative analysis as a part of its legislative testimonies and other policy work.

24. Provide a list of all publications, brochures, and pamphlets prepared by or for the agency during FY16 and FY17, to date.

Response:

- 2015 OTA Annual Report
- Renters' Rights 101 (general update)
- Renters' Rights 101 (embassy edition)
- Informational brochures
 - Filing a Tenant Petition
 - The new "late fee law"
- History of Rent Control CPI-Ws (updated)
- Tenant Bill of Rights (Amharic)
- Tenant Bill of Rights (Chinese)
- Tenant Bill of Rights (French)
- Tenant Bill of Rights (Korean)
- Tenant Bill of Rights (Spanish)
- Tenant Bill of Rights (Vietnamese)

25. Provide a list of all policy statements issued during FY16 and FY17, to date.

Response: OTA policy statements are provided primarily in legislative testimonies before the Council. In FY 2016 and FY 2017, in addition to informal comments and consultations, the OTA delivered formal testimony on the following bills:

- 12/7/15 Bill 21-420, the "Residential Lease Amendment Act of 2015"
- 12/15/15 Bill 21-443, the "Condominium Owner Bill of Rights Amendment Act of 2015"
- 5/16/16 Bill 21-0647, the "Rental Housing Late Fee Fairness Amendment Act of 2016"

- 5/16/16 Bill 21-0646, the “Property Rehabilitation for Affordable Housing Act of 2016”
- 6/9/16 Proposed Resolution 21-719, the “Rental Housing Commission Michael Spencer Confirmation Resolution of 2016”
- 6/9/16 Proposed Resolution 21-720, the “Rental Housing Commission Diana Epps Confirmation Resolution of 2016”
- 10/19/16 Bill 21-0884, the “Rental Housing Affordability Stabilization Amendment Act of 2016”
- 10/19/16 Bill 21-0885, the “Four-unit Rental Housing Tenant Grandfathering Amendment Act of 2016”
- 10/20/16 Bill 21-656, the “Relocation Expenses Recoupment and Lien Authority Amendment Act of 2016”

26. Please list and describe any ongoing or completed investigations, studies, audits, or reports on the agency or any employee of the agency, or any investigations, studies, audits, or reports on the agency or any employee of the agency that were completed during FY16 and FY17, to date.

Response: Not applicable

27. Describe any pending lawsuits involving the agency.

Not applicable

V. Information and Technology

28. Please describe how the Office of the Tenant Advocate is currently using its website and social media to help fulfill its mission, including any improvements it has made in FY16 and FY17, to date and plans it has to do so in the near future.

Response: The OTA uses the agency’s website and twitter account primarily to inform the tenant community and public at large of the fundamental tenant protection and rental housing laws; news items pertaining to relevant legislative and regulatory developments; agency events; and other matters of interest to the tenant community. In August 2017, when funds become available, the agency plans to start interviewing for an IT person to assess, monitor, and maintain these technologies.

29. Please identify all electronic databases maintained by the agency, including the following:

- a. A detailed description of the information tracked within each system;
- b. Identification of persons who have access to each system, and whether the public can be granted access to all or part of each system; and
- c. The age of the system and any discussion of substantial upgrades that have been made or are planned to the system.

Response: See the table below:

Name of Database	A detailed description of the information tracked within each system	Identification of persons who have access to each system, and whether the public can be granted access to all or part of each system	The age of the system and any discussion of substantial upgrades that have been made or are planned to the system
Tenant Petition Tracking Database	Allows OTA to electronically store, search and view all petitions received from the Rental Accommodations Division prior to FY17, as well as to export spreadsheet reports on petitions collected. Tracks the following informational fields: Date Entered into Database, Staff Name that Entered Petition, Case Number, Date Filed, Address, ZIP Code, Ward, Actual Date Received by OTA. The petitions are searchable and sortable by all of the information fields	All staff has access. The database is not accessible by the public.	The database is maintained on a shared drive.
Housing Provider Petition Database	Allows the OTA to electronically store, search and view all petitions received by the Rental Accommodations Division prior to FY17, as well as to export spreadsheet reports on petitions collected. Tracks the following informational fields: Date Entered into Database, Staff Name that Entered Petition,	All staff has access. The database is not accessible by the public.	The age of the database is not an issue.

Name of Database	A detailed description of the information tracked within each system	Identification of persons who have access to each system, and whether the public can be granted access to all or part of each system	The age of the system and any discussion of substantial upgrades that have been made or are planned to the system
	Case Number, Date Filed, Address, Zip Code, Ward, Petition Type, Number. Of Units in Building, Actual Date OTA Received. The petitions are searchable and sortable by all of the information fields.		
Tenant Association Database	Ongoing update of tenant associations in the District containing the following information: Name of Association, Ward, Contact Person, Contact Address, Zip.	Public has access through OTA website.	The age of the database is not an issue.
IQ Case Intake Database	Allows OTA to electronically store, search and view key information for each client that meets with case management specialist. Information recorded includes client contact information, rental property information, information on the issue (as it relates to DCMR 14), actions taken on the case by OTA staff, and demographic information.	All staff has access. Discussion is currently underway regarding access to information that is maintained by the OTA Legal division. The question on the table relates to lawyers ethics.	Phase One of the system was developed in FY14. Faze Two, providing increased functionality such as the Interagency Alert System, will be developed and launched during FY16.
Emergency Housing	Memorializes and tracks each request for emergency housing and tenant relocation	All staff has access.	The age of the database is not an issue.

Name of Database	A detailed description of the information tracked within each system	Identification of persons who have access to each system, and whether the public can be granted access to all or part of each system	The age of the system and any discussion of substantial upgrades that have been made or are planned to the system
	assistance; stores key information including: identifiers for the tenant, property, and housing provider; the circumstances of the request; OTA action items and agency expenditures; the housing status of each client through temporary and permanent relocations; and other key information.		
Rental Housing Commission Database	Serves as an archive of rental housing decisions by the Rental Housing Commission and the Office of Administrative Hearings prior to FY17, and is an archive of abstracts of Court of Appeals decisions in appeals from Rental Housing Commission decisions	The public has access through OTA website.	The age of the database is not an issue

30. What is the status of the Rent Control Housing Clearinghouse? When will it be completed and available for use by housing providers, tenants, and housing researchers?

Response: DHCD is best able to address this question.

VI. Agency Programs and Policies

31. Please list each policy initiative of the agency during FY16 and FY17, to date. For each initiative please provide:

- a. A detailed description of the program;
- b. The name of the employee who is responsible for the program;
- c. The total number of FTEs assigned to the program; and
- d. The amount of funding budgeted to the program.

Response: See the table below:

FY 2016				
Initiative	Description	Employee	FTE	Budget
Analyze eviction data to determine developmental needs of the rental housing system.	The OTA will develop charts and graphs to demonstrate where government services are needed to strengthen the District's economy.			
Increase the information provided by OTA's contracted Legal Service Providers.	The OTA will revise its Request for Qualifications, while renewing contracts with Legal Service Providers, to include the sharing of issues that have a negative impact on achieving a pathway to the middle class.			
Meet on a semi-annual basis with DC Superior Court and US Marshals Service representatives.	The OTA will meet on a semi-annual basis with representatives of DC Superior Court and the US Marshals Service to gather information on rental issues that have a negative impact on achieving a pathway to the middle class.			
Produce a housing provider petition report that highlights their impact(s) on the preservation of affordable housing.	The OTA will review Fiscal Year 2015 Housing Provider Petition data to determine any negative impacts on affordability.			
Assist in the preservation of affordable housing in the District.	The Chief Tenant Advocate will serve as a member of the Mayor's Housing Preservation Strike Force.			

Closely consult with relevant parts of the District government in the development of the “Rent Control Housing Clearinghouse” database.	The OTA will serve in a leadership position in the Fiscal Year 2016’s development of the “Rent Control Housing Clearinghouse” database, working to insure that the final product meets the needs of District tenants, the tenant bar, and tenant-supportive services within the District government.			
Create communication tools that will enhance OTA’s effectiveness in the preservation of affordable housing.	The OTA will create communication tools that will educate low and moderate income tenants about government preservation strategies.			
Create legislative recommendations that support the Agency’s positions on affordable housing strategies for consideration by the administration and City Council.	The OTA will create three legislative packages, including appropriate supplemental materials, to support three policy positions developed through implementation of Initiatives 2.1 and 2.2.			
Collaborate with the Deputy Mayor of Education to determine how many DC Public Schools students live in rental housing.	The OTA will determine if it is appropriate to develop a curriculum for DC Public Schools that would provide students with information about housing, and if appropriate, develop the curriculum.			
Develop a ten-point certificate training program for tenant associations that is focused on building sound leadership skills.	The OTA will launch its ten-point certification training program.			

FY 2017				
Initiative	Description	Employee	FTE	Budget
n/a	To analyze current administrative and operation procedures in order to better serve the needs to temporarily displace tenants.			

n/a	Development of formal referral policies and procedures will follow development of formal policies and procedures for maintenance of client confidentiality.			
n/a	OTA will aim to create new course development to the needs of identified through the tenant hotline. OTA will develop at a minimum 3 courses over the FY, working to address the aforementioned issues.			
n/a	The establishment of the Agency requires us to monitor all local and federal regulations that have a direct or cross regulatory purpose. Currently the Agency is engaged in the process of providing the Rental Housing Commission with our comments on the revision. The DCMR Title Xiv has not been revised in the past 15 years.			

32. Please describe any initiatives the agency implemented within FY16 and FY17, to date, to improve the internal operation of the agency, reduce waste, fraud and abuse, or the interaction of the agency with outside parties. Please describe the results, or expected results, of each initiative.

Response:

33. Please explain the impact on the agency of any legislation passed at the federal level during FY16 and FY17, to date.

Response: Federal legislation has had no direct impact on the agency. However, the OTA monitors federal legislative and budgetary actions that have a direct impact on tenants in subsidized and public housing. For example, during the previous Congress, the OTA monitored several noteworthy measures, including one that was enacted: H.R.3700, the “Housing Opportunity Through Modernization Act of 2015” (PL No. 114-201 making targeted reforms to federal housing programs; enabling state and local housing agencies to use more project-based vouchers to improve the access of low-income tenants to areas where

tenant-based vouchers are difficult to use, including many with low poverty and crime and high-performing schools; and strengthening work incentives by delaying rent increases for families with rental assistance when their earnings rise).

The OTA also monitors significant federal housing regulatory developments, including (1) the April 2016 HUD “ban-the-box” guidelines placing limitations on housing provider use of criminal records of housing applicants (both renters and home-owners), and (2) the February 2017 HUD guidelines for PHA implementation of the “Smoke-Free Public Housing Rule.”

See attachment for “Question No. 33” (“HUD Provides Guidance on Implementing Smoke-Free Public Housing Rule”)

34. What District legislation has yet to be implemented by the Agency, if any? If legislation has not yet been implemented, please explain why.

Response: The OTA has implemented all legislation pursuant to which the agency plays a statutory role. This includes each aspect of the agency’s mission under its establishment act (D.C. Official Code § 42-3531.07); the temporary tenant eviction procedure under section 501(f) of the Rental Housing Act (D.C. Official Code § 42-3505.01(f)); and consultation with DHCD and OCTO under Subtitle V (“Rent Control Housing Clearinghouse”) of Law 21-36, the “Fiscal Year 206 Budget Support Act of 2015” regarding the creation of a modernized, user-friendly “rent control database.”

35. What has the agency done in FY16 and FY17, to date to make the activities of the agency more transparent to the public? In addition, please identify ways in which the activities of the agency and information retained by the agency could be made more transparent.

Bi-Monthly Stakeholder Meetings: The OTA regularly apprises advocates and other members of the rental housing community of legislative and regulatory developments, and provides opportunities to participate in the development of policy goals and proposals. Stakeholder meetings are open to anyone and are advertised in local community newspapers.

On-line agency information: The web allows the OTA to share more information with more District residents. For those stakeholders without computer access we routinely send information via postal mail. Information on all agency programs is offered online.

On-line Newsroom & On-line Chat: The tenant community may also use the OTA website newsroom to stay up-to-date on developing tenant issues as well as OTA events and services. One of those services is a monthly On-Line Chat, through which the public may receive answers to their rental housing questions “in real time.”

Surveys: Periodic surveys (e.g., pre- and post-Summit surveys and Stakeholder surveys) allow the agency to better understand the tenant community’s needs.

36. Please describe how the agency solicits feedback from customers.

Response: The OTA has developed a customer satisfaction survey that we ask each client to complete after each visit to our agency.

See attachment for “Question No. 36” (“OTA Customer Satisfaction Survey”)

- a. What has the agency learned from this feedback?

Response: We’ve learned that tenants of the District value their time and it is extremely important that we are organized and able to meet with tenants and inform them of their rights in a timely fashion. We have also learned that we have to find ways to get our information out to the community, so that everyone is aware that our agency exists and that we are here waiting to educate tenants about their rights.

- b. How has the agency changed its practices because of this feedback?

Response: Over the last year, we’ve changed internal processes, developing a team schedule to assure that every client is seen in a timely fashion and that all of their questions and concerns are heard and addressed with the highest quality customer care.

VII. Tenant Support

A. Legal Representation and Technical Assistance

37. Please state the number of tenants or tenant groups that have sought OTA assistance for new matters in FY16 and FY17, to date, in each of the following categories and then followed by the number of open cases in each category.

- a. Rent control
- b. Rent increases and hardship petitions
- c. Conversions
- d. Hardship assessments
- e. Capital improvement assessments
- f. Housing code violations
- g. Security deposits
- h. Lease violations/rental payment disputes
- i. Evictions/foreclosures
- j. Legislative or policy advocacy
- k. Rent affordability
- l. Other (please identify and describe)

Response:

See chart below.

FY 2016 complaint intake issues by Ward:

ISSUE	WARD							
	1	2	3	4	5	6	7	8
Housing Code	93	87	47	55	75	68	71	109
Rent Increase	48	27	43	18	30	40	18	25
Eviction	15	5	8	19	10	12	14	25
Lease Issue	167	127	109	88	104	169	60	93
Mold	13	14	7	13	9	16	13	30
Cure or Quit	8	4	1	5	5	6	3	6
Notice to Vacate	44	27	15	27	33	27	36	26
TOPA	24	21	10	34	26	41	22	20
L/T Hearing	11	5	4	10	12	6	4	14
Security Deposit	1	0	1	0	0	0	0	0
Sublease	8	2	5	1	4	3	0	2
Tenant Association	0	0	0	0	0	0	0	0
Tenant Petition	4	4	0	3	0	2	1	2
TOTALS	437	325	253	277	313	396	249	360

FY 2016 & FY 2017 to date aggregate complaint intake issues:

ISSUE	FY16	FY17YTD
Housing Code	605	306
Rent Increase	249	151
Eviction	108	68
Lease Issue	917	286
Mold	115	64
Cure or Quit	38	6
Notice to Vacate	235	95
TOPA	198	90
L/T Hearing	66	35
Security Deposit	2	0
Sublease	25	7
Tenant Association	0	0
Tenant Petition	16	4
TOTALS	2610	1112

38. Based on the number of tenant complaints and/or other considerations, please identify the top five issues facing tenants today. Have there been any significant changes during FY16, and is there anything the agency plans to do differently given these changing needs?

Response: Based on OTA's tenant intakes, the top five issues facing tenants today are:

- Leasing issues;
- Housing Code issues;
- Rent increase issues;
- Issuance of Notices to Vacate; and
- Tenant Opportunity to Purchase issues.

There is no significant change among these five issues. However, there has been a significant increase in mold complaints. OTA is addressing this by increasing use of the Housing Conditions Calendar of Superior Court.

39. Has the bedbug problem continue to be a major health issue for tenants? Is the problem abating or worsening? The Committee recognizes that the agency has worked with the Department of Health in the past to address the issue, but what is the "cure" for the problem and what role can the agency play in implementing a solution?

Response: As noted last year, while the OTA is not aware of a recent increase in the bedbug problem, a recent article published regarding this subject focused on analysis performed by the Orkin Corporation which indicated that the District was #3 in the nation for bedbug issues. This is in sharp contrast to our intake data. The Department of Health is primarily responsible for educating tenants about bedbug infestation. When a tenant has a bedbug complaint, OTA provides them with relevant information as a matter of first recourse.

The keys to controlling this scourge include:

- (a) Education and outreach: the OTA has participated with DOH and others at various forums and conferences;
- (b) Early detection and notification: the OTA and DOH participate in DOEE's "Lead-free and Healthy Homes" program, which involves comprehensive home inspections and may include bedbug detection.
- (c) Clarity regarding the respective "pest extermination" responsibilities of landlords and tenants and others: In 2014, the "pest extermination" provision in the Property Maintenance Code (12G DCMR 309) was revised to do just this. In our capacity as a voting member of the PMC TAG (see response to question #24), the OTA proposed the revision in collaboration with other TAG members during the previous construction code cycle. The TAG and the CCCB approved the revision, and it became law in March 2014 pursuant to the Council's approval of the construction code revisions.

Additionally, the OTA has researched model legislation regarding notice to rental applicants about bedbug infestations and is currently reviewing New York law on this subject.

40. Please discuss any ongoing contracts for legal services, the scope of each contract, how it is being monitored, and the number of tenant cases referred in FY16 and FY17, to date under each contract.

Response: In FY 2016, OTA had contracts with four legal service providers – Legal Counsel for the Elderly, Zouaoui Law Firm, DC Law Students in Court Program, and Legal Aid Society of DC. All legal contracts are monitored through the monthly invoice process. The legal agreement made between the OTA and all legal service providers requires a monthly accounting of all activities taken to protect tenant rights. The report includes but is not limited to the following information: the number of clients seen; the number of hours associated with each client intake; the ward of the city in which the client resides; and the client’s primary language. A review of all invoices is handled by the OCFO – EDRS Shared Services Center, which signs off on the invoice before it is passed on for payment processing. The language data is compiled and then reported out on the quarterly Language Access report.

The list of FY2017 Purchase Orders under the current contracts consists of:

PO NUMBER	VENDOR
PO558242	Legal Aid Society of DC
PO555189	DC Law Students in Court Program
PO558241	Legal Counsel for the Elderly
PO555681	Law Office of Jamil Zouaoui

41. How many new cases were assigned to each attorney in FY16 and FY17, to date?

Response:

	FY16*	FY17 (to date)*
Amir Sadeghy	300	97
Ramona Quillet	270	141
William Mundy**	193	31
Sean Treanor***	122	93
Stephen Dudek***	154	123
Harrison Magy***	96	97

* These numbers include representation in Court, drafting of legal documents, and one-on one legal consulting.

** No cases during 8 weeks of paternity leave.

*** Started employment on May 16, 2016.

42. Please describe your strategy to expand legal representation with the addition of litigating attorneys, law school students, and pre-law college undergraduates. What function will each have?

Response:

OTA currently has six litigating attorneys. The number of matters that OTA has been asked to address has grown considerably. (See the Response to question 37.) Because OTA's current number of litigating attorneys is fixed, OTA is increasingly forced to decline opportunities to further the public interest through litigating on behalf of deserving citizens. While even a 50% increase in litigating attorneys will not completely close the gap, it will significantly aid OTA in being more responsive to the District's needs. Because OTA's representation consistently returns more funds to District tenants than the funds appropriated for the task, the increase in litigating attorneys will help to continue this expansion on the demonstrated return on the District's investment.

Through our relationship with DC Law Students we are supporting the training and legal understanding of the laws that relate to real estate transactions. As we move to develop our 'Right to Legal Counsel Program' law school students and pre-law college undergraduates, will be of tremendous assistance in our contracted Legal Service Program. What these students can do is assist in the legal research, client communications, and administrative responsibilities inherent in providing legal representation. OTA's litigators only benefit from the students' presence if the litigators are also mentoring the students in District law. Fortunately, experience has proven that students who are mentored in the District's rental housing law are more likely to become practitioners in the field. The time-investment is returned in the form of a future generation of attorneys with the expertise and temperament to practice law to the benefit of the District's tenants.

43. What number of front-line employees are deployed to handle customer inquiries in person and on the phone on a given day? Please break down the numbers for each segment of the agency and describe each employee's function. Is the agency adequately staffed with front-line employees?

Response:

OTA currently has two (2) Case Management Specialists who handle detailed front-line case-intake and in-person and telephone customer inquiries. In addition to the CMS staff, six (6) Attorney Advisors, one (1) Supervisory Attorney, and one (1) Paralegal, are on standby at all times and frequently handle detailed front-line case-intake and in-person and telephone customer inquiries. The Director, the Legislative Director, the Legislative Analyst, and the Outreach and Education Coordinator also handle general inquiries on an as-needed basis, and direct case-specific matters to case managers as appropriate.

The Case Management Specialists perform intake protocols on the property, assist the tenant in narrowing the focus of their issues, give any available any non-legal oriented advice, and present the facts to OTA attorneys for formal legal advice. In addition, each

Case Management Specialist has community outreach, public relations, office administration, and inter-agency liaison responsibilities.

In addition to legal research and writing duties, the Paralegal (who is also a licensed attorney) performs public relations, office administration, and inter-agency liaison responsibilities. More importantly, he is the front-line responder to all "Ask the Director" inquiries and all "Ask the Mayor" inquiries forwarded to the agency. He is also the primary correspondent in the monthly OTA Live Q&A Chat sessions. When he is on leave or the volume exceeds capacity, the Education Coordinator (who holds a JD and PHD serves as his back-up).

44. Have any changes in the protocols for tenant intake been implemented since FY16?

Response: During this fiscal year, the OTA began to offer each client a Customer Satisfaction survey. We will use the results to improve the quality of the agency's services.

45. Is there anything else that can be done to improve the agency's efficiency and performance from a customer service perspective?

46. OTA's planned "interagency alert" system will check for housing provider noncompliance within licensing and registration requirements and homestead deductions claims, and will generate and transmit the violations to the relevant agency.

- a. Please provide an update on the system.
- b. Can the system be expanded to encompass housing code and other violations or are those needs met through other systems?
- c. What else can be done to facilitate better interagency coordination?

Response: The "interagency alert" system has not yet been automated as yet due to the overhaul of the OTA's internal case management system during FY 2016. The agency is using this initial phase to assess staff experience and identify needed improvements and functionality for this relatively new technology. It is anticipated that the next phase of the case management system's development will include the external linkages necessary to make the "interagency alert" system possible. At that time, the agency will also explore the possibility of including housing code and other violations within "interagency alert" system. In the meantime, the agency is undertaking other "interagency coordination" measures, including an FY2016 informal agreement with DOEE to take a certain number of OTA-referred "mold cases" as a part of its "Healthy Homes Program."

47. Has OTA faced any challenges in coordinating inspections, re-inspections, enforcement, and collecting fees and fines with DCRA, including building-wide inspections?

Response:

Currently, DCRA administers a Pro-Active Inspection Program, which inspects a certain percentage of units. That percentage is based on the number of units in the property. In addition, OTA has no role in the collection of fees and fines assessed by other administrative agencies. However, OTA assists tenants who have won judgments at the Office of Administrative Hearings (OAH) but have not received those awards from their

housing providers. The typical remedy in such situation is a Motion in Superior Court in which the Court adopts the OAH Order as its own Order.

It should also be noted that DCRA cooperates with the OTA regarding the closures of buildings deemed uninhabitable that may trigger OTA emergency housing services. DCRA consistently provides advance notice of the closures, and, where appropriate, coordinates with OTA in the wording of building closure notices. In addition, DCRA has been responsive when OTA called to request prompt inspections of problem locations, and DCRA has been willing to share copies of Notices of Violations with OTA.

48. Have there been any issues coordinating tenant assistance with any other agencies?

Response: The agency has good inter-agency relationships, and utilizes those relationships to help resolve “regulatory coordination” problems on a case-by-case basis. For example, there are no major coordination problems regarding the OTA emergency housing assistance program. The OTA actively works with DCRA, DHS- Strong Families, DHS- Emergency Management Team, the American Red Cross, as well as hotels throughout the city.

B. Workshops and Outreach Programs

49. Please identify each education and outreach program the agency held in FY16 and FY17, to date.

Response:

10/1/2015	Forming a Tenant Association Faircliff Plaza West Apartments 1424 Clifton Street, NW
10/8/2015	Forming a Tenant Association Shalom House 1876 4 th Street, NE
10/9/2015	Elections Monitoring Faircliff Park Plaza West Tenant Association 1424 Clifton Street, NW
10/15/2015	Senior Advocate Coalition Via Telephone conference
11/5/2015	Ward 4 Senior Day Lasalle Recreation Center
12/8/2015	Fairmont I and II Tenant Association 20014 th Street, NW, Suite 300N
12/10/2015	Mayor’s Senior Holiday Celebration DC Armory

12/11/2015	OTA Annual Open House and Holiday Reception 2000 14 th Street, NW, Suite 300N
12/14/2015	Forming a Tenant Association 1649 Good Hope Road, SE
12/28/2015	Forming a Tenant Association 611 Edgewood Street, NE
1/14/2016	Tenants' Rights Presentation Parkside Civic Association 650 Anacostia Avenue, NE
1/28/2016	Forming a Tenant Association Dunbar Apartments 2000 14 th Street, NW, Suite 300N
2/3/2016	Forming a Tenant Association Delta Towers 1400 Florida Avenue, NE
2/9/2016	Forming a Tenant Association The Ellington Apartments 1301 U Street, NW
2/10/2016	Forming a Tenant Association Victory Square Apartments 600 Barnes Street, NE
2/18/2016	Tenant Association Governance Trinity Towers 3023 14 th Street, NW
2/22/2016	Forming a Tenant Association Ward 1 2000 14 th Street, NW, Suite 300N
2/24/2016	OTA Stakeholder Meeting 2000 14 th Street, NW, Suite 300N
3/16/2016	American University Off-Campus Housing Fair 4400 Massachusetts Avenue, NW
3/16/2016	Renters 101 2000 14 th Street, NW, Suite 300N
3/22/2016	Governance Overview Dunbar Apartments

2001 15th Street, NW

3/31/2016 Howard University Off-Campus Housing Fair
2205 4th Street, NW

4/6/2016 Catholic University Off-Campus Housing Fair
620 Michigan Street, NE

4/18/2016 Georgetown University Law School Off-Campus Housing Fair
600 New Jersey Avenue, NW

4/19/2016 Forming a Tenant Association
104 Michigan Avenue, NE

4/20/2016 Renters 101
2000 14th Street, NW, Suite 300N

4/27/2016 OTA Stakeholders Meeting
2000 14th Street, NW, Suite 300N

4/30/2016 Renters 101
2000 14th Street, NW, Suite 300N

5/7/2016 Tenant Town Hall
1500 Harvard Street, NW

5/18/2016 Tenant Rights
Metro Educational Solutions
1800 Good Hope Road, SE

5/18/2016 Renters 101
2000 14th Street, NW, Suite 300N

5/21/2016 Renters 101
2000 14th Street, NW, Suite 300N

5/25/2016 Mold Informational Meeting
2000 14th Street, NW, Suite 300N

6/11/2016 DHCD Housing Expo
Convention Center

6/25/2016 Renters 101
2000 14th Street, NW, Suite 300N

6/27/2016 Know Your Rights
Office on African Affairs
2000 14th Street, NW, 2nd Floor

8/4/2016	5 th Annual Senior Symposium 101 N Street, NW
8/5/2016	Family Fund Day 4224 6 th Street, SE
9/9/2016	Tenant Rights Presentation Canadian Embassy
9/14/2016	Tenant Rights Presentation Housing Opportunities Unlimited
9/17/2016	DCPS Resource Fair 1200 Clifton Street, NW
9/24/2016	OTA Tenant Summit Kellogg Conference Center
10/13/2016	Tenant Rights Presentation Children Fund I 4224 6 th Street, SE
10/26/2016	Tenant Rights Presentation Children Fund II 2300 Martin Luther King, Jr. Avenue, SE
10/26/2016	OTA Stakeholder Meeting 2000 14 th Street, NW
10/26/2016	Tenant Rights Presentation 110 Irving Street, NW
1/12/2017	DMPED Open House Washington Convention Center
2/15/2017	Filing a Tenant Petition North Capitol Park Towers Tenant Association 301 G Street, SW
2/22/2017	OTA Stakeholder Meeting 2000 14 th Street, NW

50. How do you measure the effectiveness of your tenant education programs? What has been the feedback on the programs you conducted in FY16 and FY17, to date? What were your top five attended/utilized programs?

Response: The OTA measures the effectiveness of our tenant education programs in a number of ways, including: evaluations; comments from participants; referrals from government agencies, nonprofit organizations, and tenants. We generally receive excellent feedback from participants. Participants in our outreach efforts referred numerous tenants, tenant associations, and others to the OTA to schedule presentations and for assistance.

The top five attended/utilized programs engaged in by the OTA are:

- a. Mayor's Annual Senior Holiday Celebration (12/10/2015)
- b. DHCD Housing Expo (6/11/2016)
- c. 5th Annual Senior Symposium (8/4/2016)
- d. DCPS Resource Fair (9/17/2016)
- e. Annual Tenant and Tenant Association Summit (9/24/2016)
- f. DMPED Open House (1/12/2017)

51. Please summarize the outreach programs that the agency plans to implement this year.

Response:

Tenant Education Institute (TEI)

OTA will continue to add materials to the resource center, which is part of the institute. Concerted efforts will be taken to publicize the resource center and encourage its use by tenants and tenant associations. OTA will continue to develop and offer courses through the institute.

Elderly/Disabled Rent Control Registration Program

The OTA will continue to expand the program to reach more eligible tenants and assist with completing and filing the Notice of Elderly and/or Disables Status. We will continue to visit apartment buildings, senior service centers, and other locations to conduct on-site registration.

Outreach Program for College and University Students Living Off-Campus

The OTA will continue to expand our outreach efforts in this area to include on-campus events for each individual institution in the consortium of colleges and universities: George Washington University, American University, Howard University, Trinity College Georgetown University, Catholic University, Gallaudet University and the University of the District of Columbia. We will develop additional materials specifically for students.

Tenant Associations Empowerment

OTA will continue to develop a tenant association kit that will include materials such as the Articles of Incorporation, By-laws as well as other documents to ensure tenant association are in compliance with changes in the business organization laws. OTA will

continue its concerted effort to assist more tenants in forming tenant associations. Course offerings through the Tenant Education Institute will assist tenant associations in achieving and maintaining sustainability. We will continue efforts to invite tenant association representatives to attend the OTA stakeholders meetings, the Annual Summit, training events, and other programs.

52. How does the agency identify the tenants that are most in need of information and notify them of course offerings? What outreach can you provide to tenants who are not computer literate or otherwise technically inclined?

Response: The OTA requests an email address on forms such as the complaint form, summit registration form, sign-in sheets for stakeholder meetings and other events. If the tenant does not have email access, we send announcements, materials, flyers, etc. via the U.S. Post Office. We also use other forms of communication to reach a wider audience, including announcements in newspapers, flyers and radio. We utilize paid advertisements in selected newspapers and on Metro buses for the annual tenant summit. Our public relations strategy recognizes that there are many tenants without computer access, thus we utilize as many means as possible to publicize OTA services, programs, and activities

53. How does the agency solicit feedback from tenants? Please describe. What has the agency learned from this feedback?

54. **Response:** The OTA conducts periodic surveys on the tenant community to better serve them. Some of these surveys include feedback and topic suggestions for stakeholder meetings and, regarding the Annual Summit, a pre-event survey to solicit subject matter ideas and post-event “customer satisfaction” surveys.

55. How has the agency changed its practices because of the feedback?

56. **Response:** OTA continually seeks ways to expand our public relations efforts to ensure we are informing as many tenants as possible about our programs and services. We developed agenda items, trainings and presentations in response to the feedback received.

C. Legislation

57. What are the agency’s legislative priorities for FY17?

Response: The OTA’s legislative priorities for this fiscal year include a number of bills that were introduced in the last Council Period but not enacted, and other items that are being considered and developed by Committee working groups:

1. Bill 22-25, the “Rental Housing Affordability Stabilization Amendment Act of 2017,” would amend the rent control law to eliminate the “plus 2%” from the current standard annual rent increase (CPI + 2%) for non-elderly and non-disability tenants, and would cap vacancy rent increases at 5 percent.
2. Bill 22-24, the “Expanding Access to Justice Act of 2016,” would create a right to counsel in the District for low-income tenants in certain types of rental housing cases.

3. Bill 22-33, the “Displacement Prevention Amendment Act of 2017,” would increase the amount of the Schedule H Tax Credit that residents living in a designated “displacement risk zone” could claim.
4. Bill 22-34, the “Displacement Prevention Assistance Fund Establishment Amendment Act of 2017,” would establish a Fund to increase the capacity of law school clinics and other nonprofit service providers to assist tenants and homeowners within a displacement risk zone regarding their housing issues.
5. Bill 22-100, the “Preservation of Affordable Rent Control Housing Amendment Act of 2017,” would prohibit Voluntary Agreements and settlement agreements between a tenant or a tenant association and a housing provider that would result in rent increases only for future tenants.
6. Bill 21-880, the “Rent Concession and Rent Ceiling Abolition Clarification Amendment Act of 2016,” which has not yet been reintroduced, would protect tenants in rent control units against “market rate” rent increases, which are made possible by “*de facto* rent ceilings,” which the Council formally abolished in 2006.
7. Comprehensive reform of the rent control law’s provisions for housing provider petitions to provide a better balance between the competing interests of profitability for housing providers and affordability for tenants.

58. What new issues have arisen in FY16 and FY17, to date that could require legislative action?

Response: The TOPA law explicitly gives tenants the right to sell or assign the right to purchase a rental accommodation “for any consideration which the tenant, in the tenant’s sole discretion, finds acceptable.” (D.C. Official Code § 42-3404.06) The OTA is concerned about the growing number of reported solicitations to tenants offering them chump change in exchange for the sale or the assignment of the right of purchase. The solicitation may happen even prior to the tenant’s receipt of a TOPA offer, and prior to any opportunity the tenant would otherwise have had to obtain legal counsel or to receive basic information about the nature and the value of the right.